



DYCD CONNECT

EVALUATION & MONITORING SYSTEM:

System Overview

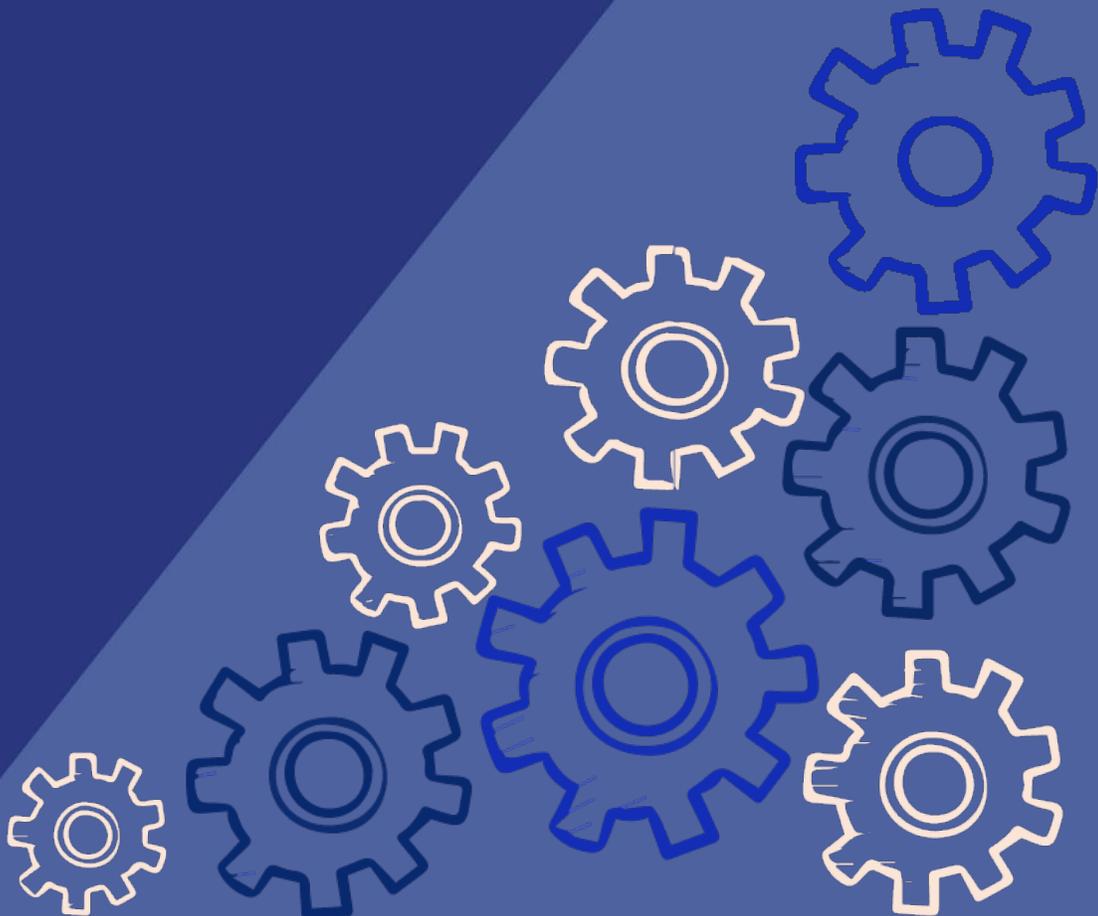


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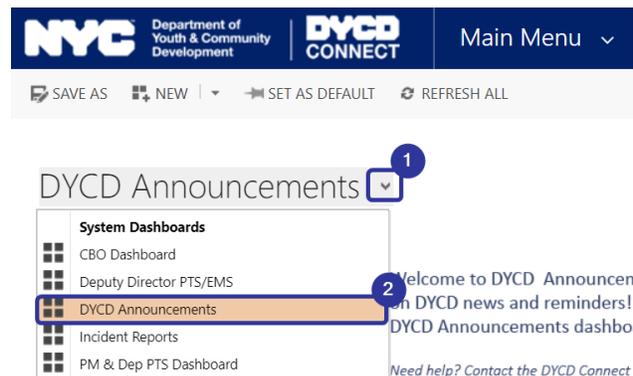
How do I Access the Evaluation & Monitoring System?

The Evaluation & Monitoring System (EMS) can be accessed in the same location you access the Participant Tracking System (PTS). First you will need to login in to your DYCD Connect account. If you do not already have a DYCD Connect account, you will need to speak with your DYCD Program Manager.

Please be aware: only staff members with Program Director or Program Administrator level permissions will be able to see evaluations. If you believe you should have a different level of access, reach out to your DYCD Program Manager

After you have logged in to DYCD Connect, you should select the button on the left-hand side of the blue  bar, labelled

A new browser tab or window will appear, and you should find yourself on the DYCD Connect site. To access EMS, you need to be on the “CBO Dashboard” page. If it does not automatically load, select the phrase with the downward arrow next to it and you will be able to select “CBO Dashboard”.



Once you successfully access the “CBO Dashboard”, scroll down past the workscope portal until you reach the three tables you see below.



Please be aware: that you will not be able to view an evaluation until it has been approved by DYCD and sent to your CBO

The left-hand table displays your open Correction Action Plans (CAPs), the right hand one displays your open Strategic Action Plans (SAPs), and the middle table displays your current evaluations. You can also click on the text above the search bars to look back on previous versions of CAPs, Evaluations, and SAPs. To select an evaluation, click on its Evaluation ID, which is displayed in blue text in the “My Current Evaluations” table.

How do I Navigate through the Evaluation and Monitoring System?

Once you’ve clicked on an evaluation, you will be taken to a page that resembles the one below. At the top of the page you will see 4 tabs that can take you to different aspects of your evaluation.

EVL-036817 - Test Eval for CBO Training		Workscope 22778R-Under Threshold-7/1/2019-6/30/2020	Provider CBO1
EVALUATION Approved & Sent to CBO	INDICATORS Locked	SAP Approved & Sent to CBO	CAP Approved & Sent to CBO

Evaluation Information			
Evaluation Id	EVL-036817	Evaluation Status	Approved & Sent to CBO
Evaluation Name	Test Eval for CBO Training		
Workscope	22778R-Under Threshold-7/1/2019		
Program Type	Under Threshold	Evaluation Date	10/28/2019
Source	System Generated	Program Site	Test Program Site
Visit type	--		
		Provider	CBO1

TOTAL NUMBER OF INDICATORS: 4

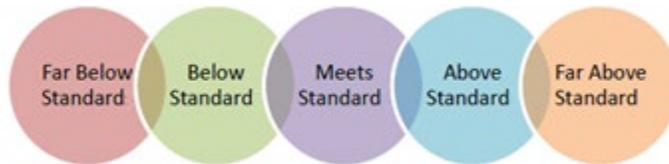
Total number of unit checklist indicators and their distribution across sections.



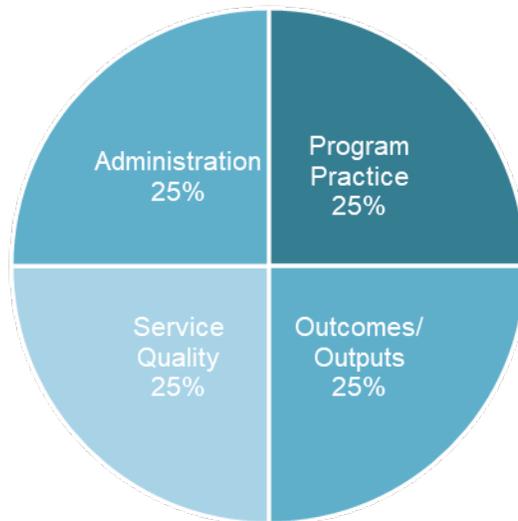
Tab 1: Evaluation

The Evaluation Tab is the default tab that will appear when you open an evaluation. It displays basic information about your evaluation, as well as your overall rating and section ratings.

The Evaluation and Monitoring System evaluates your program on a 5-point rating scale:

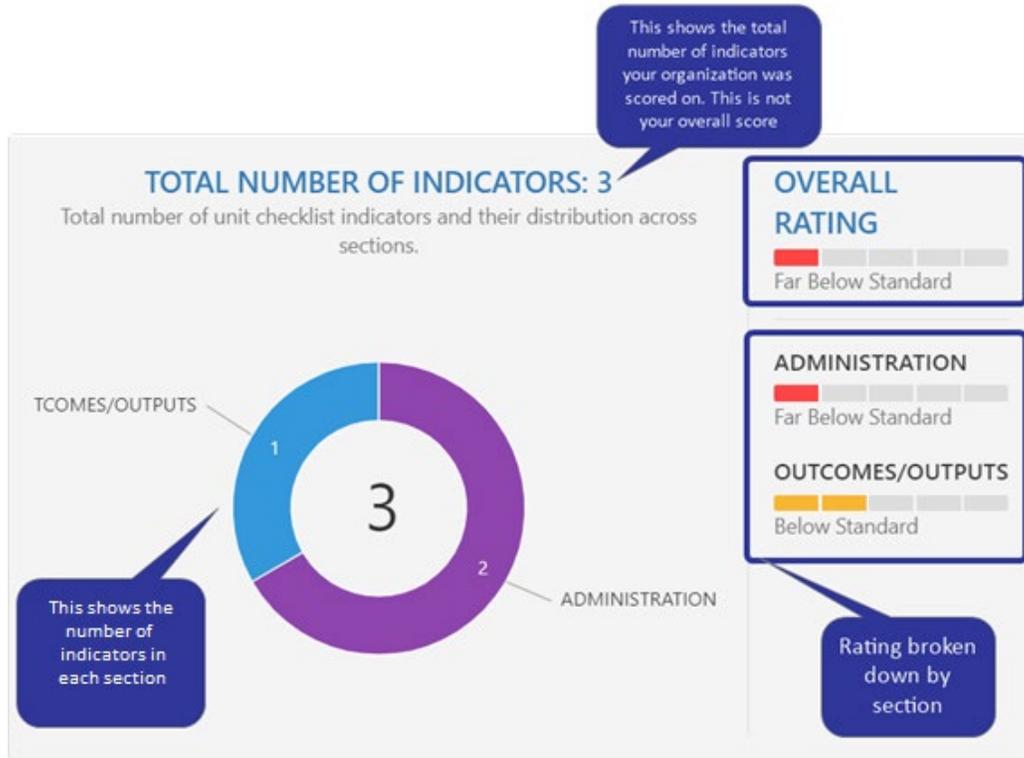


Making up your rating are 4 sections in the system that represent 25% of your overall rating:



Please be aware: Evaluators do not choose the section ratings or an overall rating. These ratings are automatically calculated by a formula in the Evaluation and Monitoring System, based on the indicator ratings that have been entered. The overall rating is automatically generated based on the ratings for each section.

On the right-hand side of the page, you will see a pie chart which breaks down your overall section ratings:



On the left-hand side of the page, you will see basic information about your Evaluation:

Evaluation Information

Evaluation Id [blurred]

Evaluation Name* [blurred]

Workscope* [blurred]

Program Type* [blurred]

Source [blurred]

Visit type [blurred]

Evaluation Status [blurred]

Evaluation Date* [blurred]

Program Site* [blurred]

Provider* [blurred]

Evaluation Summary [blurred]

Please find below descriptions for some of the fields found in the above screenshot:

Field Title	Description
Evaluation ID:	Displays the unique ID# for your evaluation
Evaluation Status:	All evaluations will be “Approved & Sent to the CBO” when received.
Evaluation Name:	The type of evaluation it is. COMPASS examples include: Site Visit 1 & 2, Off-site Program Review, Summer Site Visit, etc.
Workscope:	Displays the workscope associated with this evaluation.
Program Type:	The type of DYCD program being evaluated
Source:	How the evaluation was created in EMS
Visit Type:	Reflects whether the on-site evaluation was announced or unannounced.
Evaluation Summary:	A summary note from the Evaluator regarding the visit or evaluation.

Tab 2: Indicators

Indicators are questions that are answered by your Evaluator during the evaluation process to assess your program site. They fall under the four sections we described in the previous section.

There are two main ways to review how the indicators were evaluated, either by **Evaluation Method** or **Evaluation Section**.

Evaluation Method refers to the different approaches used to conduct an evaluation or answer an indicator. There are four main methods:

Desk Review: Reviewing and rating program information at the Evaluator's desk, usually prior to visiting the site.



Onsite Administrative Review: Reviewing and rating administrative program information while on site.

General Observation/Interview: Interviewing the Site Director about the program and walking around with the Site Director, observing general operations



Activity Observation: Observing and rating specific activities

Evaluation sections are found within each of the above methods. For example, the Desk Review method contains Administration indicators, Program Practice indicators, and Outcomes/Outputs indicators.

To review by **method**, navigate between the four evaluation methods tabs underneath the main tab bar. Clicking on one of the tabs will bring up a breakdown of your indicators, split up by section. You can see how you scored on each indicator as well as read any comments made by your evaluator.

EVALUATION
Approved & Sent to CBO

INDICATORS
Locked

SAP
None

CAP
None

Rating Details | Desk Review **14/14** | Case Management Review **2/2** | Onsite Administrative Review **14/14** | Facilities Review **1/1** | General Observation/Interview **11/11** | Activity Observation **1/1**

ADMINISTRATION

1.	Contract is submitted on time and accurately	Yes	Partial	No	A1.1
	Workscope is submitted on time and accurately	Yes	Partial	No	A1.2
3.	Budget is submitted on time and accurately	Yes	Partial	No	A1.3
4.	PERS are up-to-date on registered contracts.	Yes	No	N/A	A2.1
5.	The budget reflects the workscope.	Yes	No	N/A	A3.1
6.	Activities match workscope and support the purpose of funds awarded by the New York City Council	Yes	Partial	No	A3.2

Completed

Each method tab is broken down by Evaluation Section.

The values next to each method represent the number of indicators answered through each method.

The system displays the grading scale for each indicator, your Evaluator's response, and any additional comments

To review by **Evaluation Section**, click on the “Rating Details” tab at the far left of the second row of tabs. Click the button next to each section to toggle the section open and view the indicators, responses, and section comments.

EVALUATION
Approved & Sent to CBO

INDICATORS
Locked

SAP
None

CAP
None

Rating Details | Desk Review **14/14** | Case Management Review **2/2** | Onsite Administrative Review **14/14** | Facilities Review **1/1** | General Observation/Interview **11/11** | Activity Observation **1/1**

RATINGS | HIERARCHY

OVERALL RATING ■ Meets Standard **43/43**

ADMINISTRATION ■ Meets Standard **28/28**

PROGRAM PRACTICE ■ Above Standard **14/14**

#	Indicator	Response	Action Plan	Method	ID
1.	Program has an effective recruitment strategy to identify and recruit participants, including marketing and outreach	■ Meets Standard		Activity Observation	PP1.1
2.	Program has linkages in place to provide direct services or referrals for crisis intervention if needed.	■ Yes		General Observation/Interview	PP2.1
3.	Program conducts needs assessment of participant at intake and develops and individualized plan.	■ N/A		Case Management Review	PP2.2

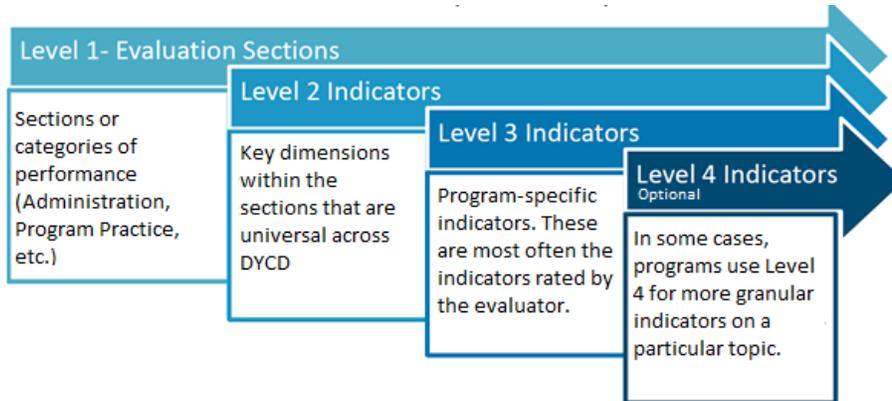
Completed

If an indicator triggered an Action Plan, it will be noted here

This column displays the method used to evaluate this indicator

The Evaluation Hierarchy

Under “Rating Details” you can also select “Hierarchy” and view the indicators broken down by level. DYCD Evaluations are built upon a hierarchy of four levels:



Evaluators complete Level 3 or Level 4 indicators, which were developed by DYCD program areas. DYCD has 19 “Universal” Level 2 indicators, which are standard across the agency. This means that although each DYCD Unit or Program Area may have their own unique indicators they look at, all indicators “roll up” and fall within the following Universal Indicators:

Section	ID	Universal Indicator
Administration	A1	Program submits required information to DYCD on time and accurately.
	A2	Program appropriately monitors spending of DYCD funds.
	A3	Program offers activities and services as required by DYCD RFP and outlined in workplan.
	A4	Program maintains files with staff qualifications and employment records as required.
	A5	Program maintains participant files as required.
	A6	Staff policies and procedures are clearly communicated and reflect DYCD-required policies.
	A7	Program maintains documents required by DYCD.
	A8	Program activities and services are delivered in a physically safe and accessible environment.
	A9	Program operates for the required duration of services.
	A10	Program recruits and hires qualified staff.
	A11	Program is appropriately marketed and co-branded with DYCD.
Program Practice	PP1	Program has an effective marketing/outreach strategy to identify and recruit participants.
	PP2	Program connects participants to appropriate resources and services to meet their needs and build on their assets.
	PP3	Program partnerships support the delivery of services.
	PP4	Program is effectively managed.
	PP5	Program environment and activities reflect the DYCD Promote the Positive (LEAP) framework.
	PP6	Program services and activities reflect the DYCD Circles of Support (family engagement) framework.
Service Quality	SQ1	Program services and activities are high quality.
Outcomes	O1	Program achieves required outputs and/or outcomes.

You can move between the levels by clicking on the arrows and opening the subset that is inside the former level. It allows users to easily see how each level of indicators rolls into one another.

The screenshot shows a navigation bar with 'EVALUATION' (Approved & Sent to CBO), 'INDICATORS' (Locked), 'SAP' (None), and 'CAP' (None). Below is a 'Rating Details' section with various review categories and their counts. The main area is titled 'RATINGS' and 'HIERARCHY', showing a tree structure:

- LEVEL 1 - SECTION RATINGS (3/3): ADMINISTRATION (Meets Standard, 11 Indicators), PROGRAM PRACTICE (Above Standard, 6 Indicators), OUTCOMES/OUTPUTS (Meets Standard, 1 Indicator).
- LEVEL 2 - DYCD INDICATORS (11/18): Program submits required information to DYCD on time and accurately (Below Standard, 3 Indicators); Program appropriately monitors spending of DYCD funds (1 Indicator); Program offers activities and services as required by DYCD RFP and outlined in workplan.
- LEVEL 3 - UNIT INDICATORS (3/28): Contract is submitted on time and accurately (Partial, Desk Review); Workscope is submitted on time and accurately (Partial, Desk Review); Budget is submitted on time and accurately (Partial, Desk Review).
- LEVEL 4 - UNIT CHECKLIST INDICATORS (0/19):

Tab 3: Strategic Action Plans (SAPs)

A Strategic Action Plan is an action item that is automatically triggered by any indicators where your program does not meet DYCD standards. Any indicators rated 'No' or 'Below Standard' will trigger a SAP. Some SAPs will require a formal response in EMS, while others will be followed-up on at the time of the next evaluation.

SAPs are not punitive, but rather are used to better track follow-up actions from your evaluation. They have been designed in EMS to facilitate a back-and-forth exchange between your agency and DYCD.

The screenshot shows the top navigation bar with 'EVALUATION' (Approved & Sent to CBO), 'INDICATORS' (Locked), 'SAP' (Approved & Sent to CBO), and 'CAP' (Approved & Sent to CBO). The 'SAP' tab is highlighted with a blue border.

The screenshot shows the 'Strategic Action Plan' form. At the top, there are icons for 'SAVE', 'RELOAD', and 'SEND SAP TO DYCD'. Below is a 'Strategic Action Plan' section with a 'Reminder: Click the Send SAP to DYCD button to submit your completed SAP responses!' message. The 'CBO Response Due Date' is set to a date, and the 'Status' is 'Approved & Sent to CBO'. The 'Strategic Action Items' section shows a list of items, with the first item being '1. Overall, participants are actively engaged.' The 'Response Required?' dropdown is set to 'Yes', and the 'Status' dropdown is set to 'CBO Action Needed'.

You can also access your SAPs by clicking the table icon  above the SAP table on the CBO Dashboard. A new window will appear displaying a table like the one below.

It lists each SAP Action Item that has been generated, along with other useful metadata.

Please be aware that only 10 SAP Items will appear at a time in the table. If you have more than 10 SAPs, click  at the bottom right hand of the screen to cycle through the pages of the table.

 NEW
  ACTIVATE
  DEACTIVATE
  EXPORT TO EXCEL
  BULK ASSIGNMENT

➔ SAPs Requiring Response (CBO) ▾

✓	Evaluation Nam...	Evaluation Date...	# of SAPs Req Response	Contract (...)	Program Site	Program Type
	Closeout		2			
	Closeout visit		1			
	Closeout visit		1			
	Administrative R...		2			
	Closeout		2			
	Closeout		3			
	Closeout		4			
	Closeout		1			

SAPs that require follow-up will have a status of ‘CBO Action Needed’ and the value ‘Yes’ in the “Follow-up Required” column. Those that do not require a response will have a status of ‘No Follow Up’ and the value ‘No’ in the “Follow-Up Required” column.

For more information regarding Strategic Action Plans, please refer to the user guide.

Tab 4: Corrective Action Plans (CAPs)

A Corrective Action Plan prompts your CBO to correct issues or indicators that have been identified by DYCD as needing serious and formal corrective action. This includes, but is not limited to, program compliance and performance as outlined in the Request for Proposals (RFPs), outcomes, and/or safety violations.

There are three main ways a CAP can be triggered. They are:



Response of "No" or "Below Standard" on CAP Indicator

All DYCD units have identified indicators for which a response of "No" or "Below Standard" from the evaluator will automatically trigger a CAP.



A SAP escalated to CAP

If a program's SAP(s) are considered chronic due to lack of improvement, SAP(s) may be escalated to a CAP.



A Manually Triggered CAP

A CAP can be manually triggered by DYCD. This may occur in response to an incident report, or a significant concern brought to the attention of DYCD.

You can access the CAPs assigned to your CBO either by clicking on the CAP tab at the top of your evaluation or by going to the CAP table on your DYCD dashboard.

EVALUATION Approved & Sent to CBO	INDICATORS Locked	SAP Sent to DYCD	CAP Closed
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Corrective Action Plan

1. Program meets reporting requirements to notify DYCD within 24 hours of incident by telephone or email, and submit a completed DYCD incident report in DYCD CONNECT within 3 days (72 hours). If no incidents, mark N/A.

Status: Issue Resolved

Issue: Program meets reporting requirements to notify DYCD within 24 hours of incident by telephone or email, and submit a completed DYCD incident report in DYCD CONNECT within 3 days (72 hours). If no incidents, mark N/A.

Requested Improvement: Please provide/upload a plan outlining how the program will ensure timely responsiveness of all incidents. The plan should include the following:
1) Title of staff person(s) in charge of reporting and submitting incident documentation and maintaining updated incident report log.

CBO Approach to Fix: In order to rectify this within our program we will always refer back to the Medical and Behavior Incident Reporting FAQs, to make sure we are reporting the incidents that need to be reported to DYCD as well as our immediate Supervisors. The Site Director Jennifer Gallegos and the Assistant Director Lakiema Alexander will work hand in hand to make sure one of us follows through with the proper incident reporting procedure.

Your Evaluator will provide a summary of the issue they believed required a CAP and the steps that need to be taken in order to correct the issue. You are required to provide a description of the approach your CBO plans to take to make sure the issue is corrected.

For more information regarding Corrective Action Plans, please refer to the user guide.

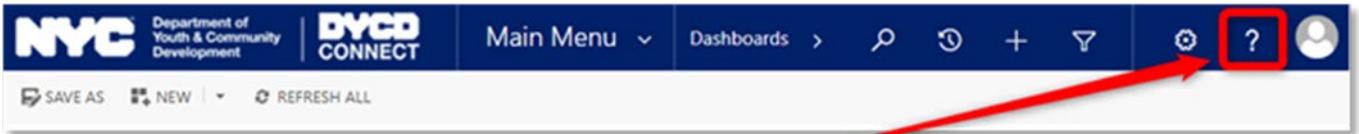
Print/Export Evaluations

Your evaluation can be easily exported by clicking the 'Evaluation Report' button and exporting the document as a PDF. You can also email a link of your evaluation to another user on the system.



DYCD Connect Help Center

If you have any questions or concerns, please submit a ticket or help request to the DYCD Connect Help Center. You may navigate to the Help Center directly from the banner at the top of DYCD Connect by clicking on the question mark as shown below.



Alternatively, you may submit a ticket through the [Help Center](#) on the DYCD Connect homepage.

DYCD RESOURCE CENTER

DYCD Connect is the main resource center to help organizations communicate and coordinate with the communities they serve.

- DYCD WEBSITE**
View DYCD's public website for information about our funded programs.
- CB CAPACITY BUILDING**
DYCD invests in building the capacity of nonprofit organizations as a strategy to help ensure that youth and families receive high-quality services.
- HELP CENTER**
Having trouble? Send a message to our support team through the Help Center.
- F.A.Q**
Read Frequently Asked Questions to learn more about DYCD Connect.

DYCD HELP CENTER

The DYCD help center is where you can find resources to help with the technical and operational issues you may come across. Here you can contact DYCD support directly or look into additional resources and guides that can help you move forward with your tasks.

first name **last name**

phone **email**

organization

program area **program type**

I am a DYCD employee

Select if you need operational or technical help:

NEED TECHNICAL ASSISTANCE? If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk	NEED OPERATIONAL ASSISTANCE? Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist
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Detailed Description: